

## Customer Assistance Program

Supporting our customers in need

Our Customer Assistance Program is designed to provide financial relief for low income residential customers who are having difficulty paying their water and sewer bill. The following programs are available through the Dollar Energy Fund:

- **Winter Shut Off Moratorium:** December 1st through March 31st for customers who are at or below 250% of the Federal Poverty Level.
- **Bill Discount Program:** 50% reduction of fixed monthly water and wastewater conveyance charges for customers at or below 150% of the Federal Poverty Level.
- **Cash Assistance Program:** Cash grants up to \$300 per year for customers at or below 150% of the Federal Poverty Level.
- **Private Lead Line Replacement Community Environmental Project:** Private side lead line replacements for customers who are at or below 250% of the Federal Poverty Level. \*Funds for this program are available from a settlement of an enforcement action between PWSA and the Pennsylvania Department of Environmental Protection.



For more information about the Bill Discount Program, including frequently asked questions, please visit [www.pgh2o.com/CAP](http://www.pgh2o.com/CAP) or call the Dollar Energy Fund at 866.762.2348.